

INTEGRAL CARE PROVIDER, INC.

Department of Veterans Affairs
Federal Supply Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!TM, a menu-driven database system. The INTERNET address for GSA Advantage!TM is

<http://www.fss.gsa.gov>

Federal Supply Schedule (FSS) 621 I Professional and Allied Healthcare Staffing Services

Product Service Code Q

Contract #: V797P-4663A

NAICS: 561320

For more information on ordering from Federal Supply Schedules click on the FSS Schedules at
<http://www.fss.gsa.gov>

JUNE 20, 2009 through JUNE 19, 2014

Business Size: Small

Data Universal Number System (DUNS) number: 878082940

(Integral Care Provider, Inc.) is registered in the CCR database

Cage Code: 3SUN8

*Integral Care Provider, Inc
6811 Shawnee Mission Parkway, Suite 115
Overland Park, Kansas 66202*

kcstaff@integralcare.com

Primary Contact: Jason R. Mateo

jason@integralcare.com

Alternative Contact: gigi@integralcare.com
Phone# (866) 584-2200 Fax# (877) 678-9100

1. Table of awarded special item number(s):

SIN 621-	Description
025(a)	Registered Nurse – General
025(b)	Registered Nurse – Operating Room
025 (c)	Registered Nurse – Medical Surgical
025 (d)	Registered Nurse – Intensive Care
025 (e)	Registered Nurse – Coronary Care
025 (f)	Registered Nurse – Pediatric
025 (g)	Registered Nurse – OB/GYN clinical
025 (h)	Registered Nurse – Psychiatric
025 (k)	Registered Nurse – Emergency Room
025 (l)	Registered Nurse – Geriatric
034	Registered Respiratory Therapist
034	Certified Respiratory Therapist
038	Licensed Practical Nurse/Clinic
038	Licensed Practical Nurse/Surgical
038	Licensed Practical Nurse/Specialty
040	Certified Nurse Assistant

2. **Maximum order:** \$1,000,000 per line item.
3. **Minimum order:** Per Diem/Supplemental – 8 hours per day, Traveler – 8 weeks, 36 hours per week
4. **Geographic coverage (*Delivery area*):** Service coverage for Kansas, Missouri and Florida.
5. **Payment terms:** Net 30 days.
6. **Government Commercial Credit Card:** (Integral Care Provider, Inc.) *does not accept* the Government Credit Card at this time.
7. **Ordering address:** 6811 Shawnee Mission Parkway, Suite 115, Overland Park, Kansas 66202
8. **Payment address:** 6811 Shawnee Mission Parkway, Suite 115, Overland Park, Kansas 66202
9. **Medical Liability Insurance Limits:** \$1,000,000 per occurrence; \$3,000,000 per aggregate.

Problem Solving / Termination / Replacements:

Policy for Problem Solving/Escalation Procedures

ESCALATION/PROBLEM RESOLUTION PROCEDURES/REPLACEMENT AND TERMINATION

Conflicts arising in the performance of individuals providing services under this contract will be addressed as follows:

1. If a customer is not satisfied with Integral Care Provider's personnel relating to work performance, the customer will notify Integral Care Provider within 48 hours of the occurrence of dissatisfaction.
2. The placement consultant of the employee will initiate interviews with all involved to gather facts concerning the incident within 24 hours.
3. Seriousness of the offense will be determined and options for actions will be discussed with the Client.
4. For minor offenses, normal actions are as follows:
 - a. 1st Offense: Verbal counseling and required action documented in employee's personnel file and then faxed to the Client.
 - b. 2nd Offense: Written counseling and required corrective action documented in employee's personnel file. The employee and Client will be informed that the second offense warrants a 30-day probationary period.
 - c. 3rd Offense: Termination depending on the seriousness and circumstances of the offense.
 - d. For more serious offenses, normal actions are as follows:
 - i. Disciplinary Probation – During the period of probation a complete investigation of the circumstances will be conducted.
 - ii. Termination.
5. **IMMEDIATE TERMINATION:** If a major infraction or violation of any regulations listed occurs, the employee will be immediately discharged. Other appropriate disciplinary actions may be taken if Integral Care Provider considers them necessary. This list includes but is not limited to the following:
 - a. Accepting an assignment and then failing to report to work and failing to notify Integral Care Provider.
 - b. Excessive cancellations or tardiness.
 - c. Failure to comply with all safety rules and regulations, including failure to wear safety equipment when required.
 - d. Reporting to work under the influence of alcohol, illegal drugs, or in the possession of either item on company or client premises.
 - e. Lewd, unprofessional behavior, possession of weapons or explosives, and provoking, instigating or participating in an altercation.
 - f. Disclosing confidential information without authorization.
 - g. Disregard for established policies and procedures.
 - h. Violation of harassment policy.
 - i. Leaving an assignment without notice, patient or assignment abandonment.
 - j. Falsifying records, including but not limited to time records, on-the-job injuries or personnel records.
 - k. Unauthorized possession, use or removal of property belonging to client or Integral Care Provider.
 - l. Discourtesy of clients or fellow employees.
6. **REPLACEMENT OF PERSONNEL:** If it becomes necessary to sanction an employee, the client has the choice of:
 - a. allowing the employee to stay until a replacement arrives, or
 - b. have the employee removed immediately.

10. Minimum Qualifications of Professionals:

Detailed Description per SIN:

621-025-a RN General

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of an accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-025b RN Operating Room

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of an accredited School of Nursing, holding a current RN license.

Experience: At least 2 years current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-025-c RN Medical Surgical

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of an accredited School of Nursing, holding a current RN license.

Experience: At least 1 year current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-025-d RN Intensive Care

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of accredited School of Nursing, holding a current RN license.

Experience: At least 1 years current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and ACLS certifications as required by the client and current licensure.

621-025-e RN Coronary Care

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and ACLS certification as required by client and current licensure.

621-025-f RN Pediatric

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and ACLS, PALS as required by client current licensure.

621-025-g RN OB/GYN Clinical

Description: Practice within the scope of his/her profession as defined by the state Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-025-h RN Psychiatric

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act. Understands own limitations and seeks assistance when necessary.

Education: Graduate of accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-025-k RN Emergency Room

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act.

Education: Graduate of an accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-025-l RN Geriatric

Description: Practice within the scope of his/her profession as defined by the State Nurse Practice Act.

Education: Graduate of an accredited School of Nursing, holding a current RN license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-034 Registered Respiratory Therapist

Description: Administers respiratory therapy to patients with respiratory conditions and provides support and treatment for patients on vents.

Education: Satisfactory completed an Associate Science program from a nationally accredited respiratory therapy school and has met NBRT registry requirements.

Experience: At least 1 year current clinical experience.

Certifications: Current CPR certification and ACLS certifications as required by the client and current licensure.

621-034 Certified Respiratory Therapist

Description: Administers respiratory therapy to patients with respiratory conditions and provides support and treatment for patients on ventilators.

Education: Current respiratory therapy certification; prefer 2 year associate degree.

Experience: At least 1 year current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and ACLS certifications as required by the client and current certification.

621-038 Licensed Practical/Vocational Nurse Clinic

Description: The Licensed Practical Nurse/Licensed Vocational Nurse works under the direction of a Registered Nurse and participates in patient care with the objectives, standards, and policies of the department. The Licensed Practical/Vocational nurse is expected to utilize the nursing process in collaboration with the Registered nurse.

Education: Graduate from an accredited School of Practical Nursing or Vocational; current practical/vocational nurse license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-038 Licensed Practical/Vocational Nurse Specialty

Description: The Licensed Practical Nurse/Licensed Vocational Nurse works under the direction of a Registered Nurse and participates in patient care with the objectives, standards, and policies of the department. The Licensed Practical/Vocational nurse is expected to utilize the nursing process in collaboration with the Registered Nurse.

Education: Graduate from an accredited School of Practical Nursing or Vocational; current practical/vocational nurse license.

Experience: At least 1 year of current clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certification and current licensure.

621-038 Licensed Practical/Vocational Nurse Medical Surgical

Description: The Licensed Practical Nurse/Licensed Vocational Nurse works under the direction of a Registered Nurse and participates in patient care with the objectives, standards, and policies of the department. The Licensed Practical/Vocational nurse is expected to utilize the nursing process in collaboration with Registered nurse.

Education: Graduate from an accredited School of Practical Nursing or Vocational; current practical/vocational nurse license.

Experience: At least 1-year current clinical experience.

Reference: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certifications and current licensure.

621-040 Certified Nurse Assistant

Description: The certified nursing assistant performs nursing procedures and patient care tasks as assigned by the facility under the direction of a nurse.

Education: High School graduate or equivalent. Completion of a certified nursing assistant course.

Experience: At least 1-year clinical experience.

References: Excellent professional, supervisory, and personal references.

Certifications: Current CPR certifications and current certification.

Table of awarded Rates, Terms and Conditions:

SIN 621-	Description	Govt. Price (Reg. Hour Rate)
025(a)	Registered Nurse – General	\$43.50
025(b)	Registered Nurse – Operating Room	\$48.00
025 (c)	Registered Nurse – Medical Surgical	\$43.50
025 (d)	Registered Nurse – Intensive Care	\$48.00
025 (e)	Registered Nurse – Coronary Care	\$48.00
025 (f)	Registered Nurse – Pediatric	\$48.00
025 (g)	Registered Nurse – OB/GYN Clinical	\$48.00
025 (h)	Registered Nurse – Psychiatric	\$43.50
025 (k)	Registered Nurse – Emergency Room	\$48.00
025 (l)	Registered Nurse – Geriatric	\$43.50
034	Registered Respiratory Therapist	\$41.00
034	Certified respiratory Therapist	\$41.00
038	Licensed Practical Nurse/Clinic	\$33.65
038	Licensed Practical Nurse/Surgical	\$33.65
038	Licensed Practical Nurse/Specialty	\$33.65
040	Certified Nurse Assistant	\$20.50

Work Week identified as Sunday – Saturday

Overtime: 1.3 time's normal hourly rate for hours worked over 40 hours per week consistent with state and local labor law.

Holiday Rate: 1.3 time's normal hourly rate for hours worked on federally recognized holidays.

Shift Differential:

Minimum Assignment Periods:

Travel Nurse Assignments – minimum 8 weeks in length with a week being defined as no less than 36 hours per week. Travel and lodging allowances not included in rates.

Supplemental Per/Diem Nurse Assignments – minimum of 8 hours. Shift Differential Rates are applied to the Net Hourly Rate of each SIN.

Attachment 1C**Shift Differentials (e.g. evenings, nights, & weekends):**

Shift	SIN(s): 621-025 a,c,l 621-034, 621-038 (LPN Clinical - Surgical) and 621- 040	SIN(s): 621-025 b, d, e, f, g, h, k and 621-038 (LPN/Specialty)	Descriptive information
Evening	0%	3%	Evening Shift is 1500 –2300
Night	0%	5.5%	Night Shift is 2300 – 0700
Weekend	5% Days 5% Evenings 5% Nights	7.5% Days 10% Evenings 12% Nights	Weekends begin at 2300 on Friday for eight-hour shifts and 1900 on Friday for twelve-hour shifts. Weekends end at 0700 Monday morning. Weekend shift differentials applies to the net hourly rate of each SIN.
Workday and Workweek	Sunday to Saturday	Sunday to Saturday	Integral Care Provider, Inc. workday will commence at 0700 each day. For the purpose of calculating overtime, ICP workweek will begin Sunday 0700 and ends with Saturday night shift including the shift beginning at 2300 and ending at 0700.
Overtime	1.3 Times the Hourly Rate	1.3 Times the Hourly Rate	Overtime billable rate = 1.3 times the regular hourly rate after 40 hours per week
Holiday	1.3 Times the Hourly Rate	1.3 Times the Hourly Rate	Overtime billable rate = 1.3 times the regular hourly rate. There are 9 Federal Holidays that incur 1.3 times the hourly rates: New Year's Day, Martin Luther King Day, Memorial Day, Veteran's Day, President's Day, Labor Day, Independence Day, Thanksgiving Day and Christmas Day. In addition to these holidays, Christmas Eve and New Year's Eve incur holiday rates starting on the evening shifts; 1500 for eight hours shifts and 1900 for 12 hour shifts and extended until 0700 the following morning.
Late Cancellation for Per Diem Assignments			Cancelling shifts requires a minimum 2 hours notice before start of shift. Less than 2 hours notice requires 2 hours charged to the facility.
On Call	\$7.00 per hour	\$7.00 per hour	If the staff is called into work, the regular rate will be charged unless overtime is being incurred, then the overtime rate as agreed will be charged the time worked only. Minimum time to be charged is two (2) hours. Telephone consultation is included.

Shift Differential Rates are applied to the Net Base Price of Each Shift. Guaranteed shifts are defined, as once accepted by the vendor, they cannot be cancelled.

On-Call Rate:

On-Call/Call –Back: A normal base rate of \$7.00 per hour for each hour of on-call/standby coverage carry a beeper, pager, cell phone or have access to a telephone and must remain within 30 minutes from the facility. If called back into the facility, the regular rate will be charged unless overtime is being incurred, then the overtime rate as agreed will be charged for the time worked only (overtime rate to be used for call back and holiday). Minimum time to be charged is two (2) hours. Telephone consultation is included.

Special Ordering Procedures:

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and the mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

A. When ordering services, ordering offices shall—

1. Prepare a Request (Request for Quote or other communication tool):
 - i. A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - ii. The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the prices in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other direct charges related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
 - iii. The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
 - iv. The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses.
2. Transmit the Request to Contractors:
 - i. Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate).
 - ii. The request should be provided three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractor's costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

3. Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

B. The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

1. Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

MUTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures an A.2.i above and then place the order with the Schedule contractor that represents the best value.

2. Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

C. The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

D. When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

E. The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.